

Title: DIVISION ATE / TPS MAINTENANCE SUPPORT REQUEST PROCEDURES	Number: D65-14-03	Revision No.: OD	Effective Date: 03 March 97
	Prepared By: Alan Michaelis Ron Michel	Approved By: Thomas S. Dodson	Page: OF 2

03 March 1997

STANDARD OPERATING PROCEDURE D65-14-03

From: D65
To: D65 Division

Subj: DIVISION ATE / TPS MAINTENANCE SUPPORT REQUEST PROCEDURES

Ref: (a) SOP D65-14-01 Division Corrective and Preventive Actions
(b) SOP D65-14-02 Division Sponsor / Customer Complaints
(c) SOP D65-13-01 Division Control of Nonconforming Product

Encl 1. Form QA 125 date 3-97 ATE/TPS Maintenance Support Request

1. Purpose. To establish a policy / system and implement procedures for submission, processing and tracking of Automatic Test Equipment (ATE) / Test Program Set (TPS) Maintenance Support Request Forms received from D65 and contractor personnel.

2. Scope and Application. This procedure applies to all D65 ATE / TPS maintenance support and the request , processing and tracking of those tasks.

3. Policy. The primary organizational point of contact for receipt of all D65 ATE / TPS maintenance requests is Division Quality Assurance (QA). Any requests received by Branches and staff functions will be immediately routed to QA.

4. Procedure. The following procedures will be followed regarding receipt and handling of ATE / TPS maintenance support requests.

a. Receiving D65 ATE / TPS maintenance support requests - All ATE / TPS maintenance support requests for ATE and TPS software maintenance support problems will be delivered to QA and submitted on a ATE / TPS Maintenance Support Request Form (QA 125 date 3/97).

b. Processing D65 ATE / TPS maintenance support requests

1) The requesting code/contractor will complete the upper section of the ATE/TPS Maintenance Support Request Form. The Branch Head, Supervisor, Team Leader or Contracting Officer Representative (COR) will approve the Request prior to submission to the ATE/TPS Coordinator.

Controlled Document

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b. Processing D65 ATE / TPS maintenance support requests -(continued)

2) The ATE/TPS Coordinator will review the request and assign corrective action to the appropriate code. The corrective action code will have thirty days to respond and complete the request with a corrective action or propose a suggested resolution.

3) The ATE/TPS Coordinator will coordinate follow-up “ corrective actions “ on in-process ATE/TPS Maintenance Support Requests.

4) ATE/TPS Maintenance Support requests that QA and/or the ATE/TPS Coordinator consider to be beyond the scope of the normal ATE/TPS Maintenance Support Program or which have gone beyond the thirty days referenced in 4.b.2 and/or exhibited maintenance support problems will be referred to the Quality Review board (QRB) as in SOP D65-01-04.

c. Recording D65 ATE / TPS maintenance support requests

1) The ATE/TPS Coordinator will maintain and update a database for tracking the status of all ATE/TPS Maintenance Support Requests.

2) Status Reports will be provided monthly to Branch Heads and the Division Head.

THOMAS S. DODSON